

U.S. Application No. 09/539,972  
Attorney Docket No. 99-837 RCE 1  
Customer No. 32,127

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing a generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the actual circuit path information is used to generate a graphical representation of heterogeneous network components supporting a specific service for the customer.

Claim 2 (Canceled).

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3. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a permanent database with network component information, the permanent database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing the permanent database for one or more customer records corresponding to the customer identification data, each customer record having network component information associated with it;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the actual circuit path information is used to generate a graphical representation of heterogeneous network components supporting a specific service for the customer.

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4. (Original) The method of claim 3, said populating step further comprising:  
sending component access information to an element management system, the  
element management system retrieving network component information from at least  
one component in the network;

receiving the network component information from the element management  
system; and

storing the network component information in the permanent database.

5. (Original) The method of claim 3, further comprising:  
updating the permanent database based on an automatic event.

6. (Original) The method of claim 3, further comprising:  
updating the permanent database based on a manual event.

7. (Original) The method of claim 5, said updating step further comprising:  
collecting new network component information;  
storing the new network component information in a temporary database;  
comparing the temporary database with the permanent database; and  
modifying the permanent database according to comparison rules.

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8. (Original) The method of claim 6, said updating step further comprising:  
collecting new network component information;  
storing the new network component information in a temporary database;  
comparing the temporary database with the permanent database; and  
modifying the database according to comparison rules.

Claims 9-15 (Canceled).

16. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing a generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer;  
and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the actual circuit path information is used to generate a graphical representation of a customer path.

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17. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a generic information model database with network component information, the database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing the database for one or more customer records corresponding to the customer identification data, each customer record having network component information associated with it;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the actual circuit path information is used to generate a graphical representation of a customer path.

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18. (Currently Amended) A network management method comprising the steps, performed by a processor, of:

using customer identification data capable of identifying a network customer to access one or more stored customer records, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

selecting at least one of the accessed customer records;

determining, as a function of the selected customer record, circuit path information reflecting an actual path in the network used to support a specific service for the customer; and

developing a graphical representation of a set of network circuits used to form the actual path.